CLAIMS

1. A system for providing knowledge management services over a network, comprising:

at least one computer workstation;

a server operably coupled to said at least one computer workstation via said network;

a plurality of business applications executable via said server;

a data storage device storing information including files, documents, spreadsheets, models resulting from execution of said business applications, said data storage device accessible to said server;

a knowledge management enabling tool executing on said server, said tool including:

a graphical user interface operable for implementing knowledge presentation and knowledge maintenance;

at least one application programming interface;

a solution environment; and

a knowledge management enabling environment integrated with said plurality of business applications and said solution environment via said application programming interface;

wherein said knowledge management enabling tool facilitates receipt, classification, storage, and retrieval services relating to knowledge via said plurality of business applications.

2. The system of claim 1, wherein said knowledge management enabling environment includes:

a repository including a knowledge base, comprising:

a metadata subcomponent configured to manage structured data stored in said knowledge base;

a binary large object subcomponent configured to manage unstructured data stored in said knowledge base;

a structuring component;

a search component; and

a collaboration component.

3. The system of claim 2, wherein said structured data includes metadata relating to a knowledge artifact, said metadata placing it in a logical context.

4. The system of claim 2, wherein said unstructured data includes:

word processing files;

presentations;

spreadsheet files;

software programs;

templates; and

industry-specific information, including:

process models;

architectural diagrams; and

structure models of pharmaceuticals under development.

5. The system of claim 2, wherein said structuring component includes:

a means for categorizing knowledge artifacts into taxonomies;

a means for mapping said knowledge artifacts among related taxonomies;

a means for providing annotations to said knowledge artifacts; and

a means for logically linking together said knowledge artifacts.

6. The system of claim 5, wherein said knowledge artifacts are mapped into taxonomies via at least one of:

hard coded rules;

similarity algorithms;

clustering algorithms; and

inference engines.

7. The system of claim 2, wherein said search component facilitates full text, graphic, and parametric searching of said structured data and said unstructured data.

8. The system of claim 2, wherein said collaboration component includes a means for:

conducting threaded discussions;

implementing forum management;

providing shared calendars;

facilitating document management; and

providing electronic bulletin boards.

9. The system of claim 1, wherein said solution environment includes a web-enabled infrastructure of components, said components including at least one of:

a role manager;

a context manager;

a process manager;

a security manager; and

a workflow manager.

10. The system of claim 1, wherein said data storage device is accessible to said at least one computer workstation via an access control tool.

11. The system of claim 1, wherein said plurality of business applications include at least one of:

project management;

process management;

resource management;

risk analysis;

planning; and

industry-specific tools.

12. The system of claim 1, wherein said graphical user interface is presented to said at least one computer workstation in the form of a portlet within a portal.

13. The system of claim 1, wherein said graphical user interface is presented to said at least one computer workstation via a client technology including web browser technology.

14. The system of claim 2, wherein content management of said knowledge base is provided by said graphical user interface.

15. The system of claim 2, wherein said graphical user interface allows interaction with said knowledge base based on workflow provided by said solution environment.

16. The system of claim 2, wherein searching and access of said knowledge base is provided by said application programming interface and said graphical user interface.

17. The system of claim 1, wherein said application programming interface utilizes web-enabled open standards protocols.

18. The system of claim 1, wherein said network is an Internet network.

19. The system of claim 1, wherein said network is an Intranet network.

20. The system of claim 1, wherein said network is an Extranet network.

21. A method for providing knowledge management services relating to a project management business application executing on a server in conjunction with an applications programming interface and a knowledge management tool, comprising:

receiving data at a knowledge management enabling environment, said data relating to a project;

establishing a customer context relating to said project via a solution environment;

transferring said customer context to a solution environment;

structuring said customer context; and

storing said context in said solution environment.

22. The method of claim 21, further comprising:

retrieving data relating to a task, said task assigned to an individual via said project management tool; wherein said task comprises a directive to create a work product;

searching said solution environment for a role of said individual; and

establishing a project context and a role context.

23. The method of claim 22, further comprising:

aggregating said customer context, said project context, and said role context; and

transferring aggregated contexts to said project management tool.

24. The method of claim 23, further comprising:

gathering search data using terms found in said aggregated contexts and local information;

executing a search in a knowledge repository for knowledge artifacts relating to said project;

retrieving selected artifacts based upon search results; and

transferring said task and said selected artifacts to said individual.

25. The method of claim 24, further comprising:

upon completion of said task:

packaging said work product with said selected artifacts and said aggregated contexts resulting in a work package;

displaying content of said work package to said individual wherein:

said individual is requested to provide an approval status for submission of said selected artifacts to be included in said knowledge repository; and

upon approval of said selected artifacts, transferring said work package to said knowledge management enabling environment.

26. The method of claim 21, wherein said customer context includes information, including at least one of:

a customer name;

customer contact information;

customer industry;

contract information;

products involved; and

enterprise employees working with said customer.

27. The method of claim 24, wherein said search data includes at least one of:

a role;

skills;

language;

industry; and

technology.

28. The method of claim 24, wherein said local information includes work product information including at least one of:

schedule deadlines;

project phase data,

project task data; and

schedule information.

29. The method of claim 24, wherein said executing a search in a knowledge repository includes utilizing structuring information from a structuring component for collecting and returning said knowledge artifacts.

30. The method of claim 24, wherein said transferring said task and said selected artifacts to said individual includes providing at least one of:

a description of said task;

examples of similar work products; and

technique papers.

31. The method of claim 24, wherein said task and said selected artifacts are transferred via at least one of:

an email message to said individual; and

a collaborative workplace accessible to said individual via a link to said task and said selected artifacts in said workplace.

32. The method of claim 25, wherein said transferring said work package to said knowledge management enabling environment includes:

storing work package data;

mapping said work package data to associated taxonomies;

initiating a workflow operable for implementing content management of said work package data; and

storing results of said task in said knowledge repository.

33. A storage medium with machine-readable computer program code for providing knowledge management services relating to a project management business application executing on a server in conjunction with an applications programming interface and a knowledge management tool, the storage medium including instructions for causing said server to implement a method, comprising:

receiving data at a knowledge management enabling environment, said data relating to a project;

establishing a customer context relating to said project via a solution environment;

transferring said customer context to a solution environment;

structuring said customer context; and

storing said context in said solution environment.

34. The storage medium of claim 33, further comprising instructions for causing said server to implement:

retrieving data relating to a task, said task assigned to an individual via said project management tool; wherein said task comprises a directive to create a work product;

searching said solution environment for a role of said individual; and

establishing a project context and a role context.

35. The storage medium of claim 34, further comprising instructions for causing said server to implement:

aggregating said customer context, said project context, and said role context; and

transferring aggregated contexts to said project management tool.

36. The storage medium of claim 35, further comprising instructions for causing said server to implement:

gathering search data using terms found in said aggregated contexts and local information;

executing a search in a knowledge repository for knowledge artifacts relating to said project;

retrieving selected artifacts based upon search results; and

transferring said task and said selected artifacts to said individual.

37. The storage medium of claim 36, further comprising instructions for causing said server to implement:

upon completion of said task:

packaging said work product with said selected artifacts and said aggregated contexts resulting in a work package;

displaying content of said work package to said individual wherein:

said individual is requested to provide an approval status for submission of said selected artifacts to be included in said knowledge repository; and

upon approval of said selected artifacts, transferring said work package to said knowledge management enabling environment.

38. The storage medium of claim 33, wherein said customer context includes information, including at least one of:

a customer name;

customer contact information;

customer industry;

contract information;

products involved; and

enterprise employees working with said customer.

39. The storage medium of claim 36, wherein said search data includes at least one of:

a role;

skills;

language;

industry; and

technology.

40. The storage medium of claim 36, wherein said local information includes work product information including at least one of:

schedule deadlines;

project phase data,

project task data; and

schedule information.

41. The storage medium of claim 36, wherein said executing a search in a knowledge repository includes utilizing structuring information from a structuring component for collecting and returning said knowledge artifacts.

42. The storage medium of claim 36, wherein said transferring said task and said selected artifacts to said individual includes providing at least one of:

a description of said task;

examples of similar work products; and

technique papers.

43. The storage medium of claim 36, wherein said task and said selected artifacts are transferred via at least one of:

an email message to said individual; and

a collaborative workplace accessible to said individual via a link to said task and said selected artifacts in said workplace.

44. The storage medium of claim 37, wherein said transferring said work package to said knowledge management enabling environment includes:

storing work package data;

mapping said work package data to associated taxonomies;

initiating a workflow operable for implementing content management of said work package data; and

storing results of said task in said knowledge repository.